



# Member Newsletter

## Maryland HealthChoice Program

### Fall Into Wellness and Earn Gift Cards!

MedStar Family Choice cares about your health. Yearly physical exams are important to keep you and your family healthy. Your health and wellness is so important to MedStar Family Choice that we offer gift cards to members who get their screenings (tests) and immunizations (shots) each year!

Without screenings, you may not know of health issues that could get worse without treatment. Our dedicated Outreach department is here to help you and your family with scheduling any of the following appointments with your doctor:

- Yearly physicals
- Well-child visits
- Lead testing
- Mammograms
- Pap smears
- Diabetic testing



MedStar Family Choice members could receive up to \$150 for getting your baby's six well-child visits before 15 months of age and a lead test, \$100 for your first prenatal care visit during the first three months of pregnancy, \$50 for your first postpartum visit within 21 to 56 days of delivery, \$25 for completing well-child visits for ages 3 to 6, \$25 for mail order delivery of diabetes, asthma, or high blood pressure medication, \$50 for completing a mammogram if 50 or older, \$50 for adolescent physicals (ages 12 to 21), \$50 for lab tests and eye exam plus an additional \$50 for lowering your A1C, and more!

Learn more at [MedStarFamilyChoice.com](http://MedStarFamilyChoice.com).

Para obtener una versión en español de este boletín, visite [MedStarFamilyChoice.com](http://MedStarFamilyChoice.com) o llame a Servicios para Miembros al **888-404-3549**.

### IN THIS ISSUE ▶▶

- Back to School Tips ..... 2
- Flu Season ..... 3
- Earn Gift Cards with the Momma & Me Program ..... 4
- Free Interpreter Services ..... 4
- Pregnancy and You ..... 5
- Denial of Payment Letters ..... 6
- Report Fraud and Abuse ..... 6
- Free Nurse Advice Line ..... 7
- Need Help Managing Your Health Problems? ..... 7
- Contact Us Anytime ..... 7
- MedStar Family Choice Survey Results ..... 8
- Protecting the Privacy of Your Health Information ..... 8
- National Breast Cancer Awareness Month ..... 9
- Your Doctor is Here to Help ..... 9
- Follow up with PCPs ..... 10
- Your Links to Good Health ..... 10
- MedStar Family Choice Annual Quality Review ..... 11
- Access to Clinical Practice Guidelines ..... 11
- Changing Your Address or Medicaid Information ..... 12
- Service Available at MedStar PromptCare Sites ..... 12

# Back to School Tips for Success

Too much stress can affect the mind, body, and overall health. For parents and children, a new school year can lead to more stress.

## Stress in children can be caused by:

- Homework and school
- Family
- Working in group settings
- Activities outside of school

## Helpful tips for parents to lower your children's stress and keep them healthy:

- Maintain open lines of communication with your children
- Make sure your children get at least 8-10 hours of sleep
- Strike a balance between school work and personal time
- Find an activity they enjoy, such as reading or team sports
- Encourage eating breakfast and healthy eating, including fruits and vegetables
- Allow your children to assist with the preparation of healthy meals and snacks
- Talk to your children about bullying and encourage them to report bullying to a teacher or counselor
- Locate a School-Based Health Center in your children's school or community
  - Visit **MarylandPublicSchools.org** for information
- Schedule an annual physical
  - For help scheduling an appointment, call the MedStar Family Choice Outreach department at **410-933-2200, option 1**
- Schedule an annual eye exam
  - Call Avesis at **844-478-0512** to find an eye doctor
- Schedule regular dental cleaning and check-ups
  - Call MD Healthy Smiles at **844-275-8753** to find a dentist



# Flu Season: Importance of Flu Shots

The typical flu season occurs from fall to early spring. Influenza (commonly known as the flu) is a potentially serious disease. It can sometimes lead to hospitalization or even death. A flu shot (vaccine) is the most effective way to reduce the risk of getting the flu.\*

You need a flu shot every year because the flu virus changes and adapts. Flu vaccines (shots) are offered in most doctor's offices, urgent care clinics, health departments, pharmacies, and even in some schools via School-Based Health Centers. Protect yourself and your family by getting your flu shots early. MedStar Family Choice members can receive a flu shot at no cost!

If you need help with getting your flu shot, please contact MedStar Family Choice Member Services at **888-404-3549**.

Most people older than 6 months of age should be vaccinated. However, there are some rare exceptions for people who should not get the flu shot:

- People with flu symptoms or suspected with the flu virus.
- People with severe, life-threatening allergies to the flu vaccine or any ingredient in the vaccine such as eggs, gelatin, antibiotics, or other ingredients.

If you are not feeling well after getting a flu shot, talk to your doctor about your symptoms.

Even with the flu shot, you may get a cold or other virus during flu season. If you cannot visit your primary care doctor, MedStar Family Choice members can reach a doctor live using MedStar eVisit or by calling the Nurse Advice Line at **855-210-6204**. To learn more or sign up for MedStar eVisit, please visit **MedStarFamilyChoice.com/eVisit**.

\*Source: [CDC.gov/Flu/Prevent/Keyfacts.htm](https://www.cdc.gov/flu/prevent/keyfacts.htm)

## Did You Know?

- You can spread the flu before you know you are sick. Most people are contagious at least one day before having symptoms, and five to seven days after becoming sick.
- The time from when a person is exposed to the flu virus to when symptoms begin is about one to four days, with an average of about two days.
- People with certain chronic medical conditions (such as asthma, diabetes, or heart disease), pregnant women, and young children are especially at risk for flu-related complications.

Source: [CDC.gov/Flu/KeyFacts.htm](https://www.cdc.gov/flu/keyfacts.htm)

## Good Health Habits To Help Stop Germs

Want to stop cold and flu in their tracks?

- 1. Avoid close contact.**
- 2. Stay home when you are sick.**
- 3. Cover your mouth and nose.**
- 4. Clean your hands.**
- 5. Avoid touching your eyes, nose, or mouth.**
- 6. Practice other good health habits.**

Source: [CDC.gov/Flu/Protect/Habits.htm](https://www.cdc.gov/flu/protect/habits.htm)

# Earn Gift Cards with the Momma & Me Program

Did you know MedStar Family Choice members who are pregnant may be eligible for the Momma & Me program? Members in the Momma & Me program could receive up to \$200 in gift cards for completing their OB appointments. Please call **410-933-3057** for more information.

Moms-to-be can also earn \$35 in gift cards for completing the MedStar Family Choice Healthy Life Portal Momma & Me online workshop.

- Earn \$25 in gift cards for completing the Prenatal/Breastfeeding course
- Earn \$10 in gift cards for completing Infant Safety courses and enjoy access to topics like:
  - Healthy Weight Gain
  - Labor and Delivery
  - Crib Safety ... and many more

Log in and register at:

**MedStarFamilyChoiceHealthyLife.com.**



## Free Interpreter Services Available

If you know a MedStar Family Choice member who does not speak English—or doesn't speak it well—call Member Services toll-free at **888-404-3549**. We have interpreters to help members when visiting their doctors. We will also provide an interpreter to help members who do not speak English or read written information sent by Member Services. If you or someone you know is deaf or has trouble hearing, a TTY line is available. Just call **800-508-6975**.



In addition, members can access Maryland Relay for TTY assistance. MedStar Family Choice also has people available who can use sign language to help you during doctor visits. You, or someone who can speak for you, must let the Member Services representative know that you need an interpreter.

# Pregnancy and You

If you are thinking about becoming pregnant:

- Talk to your doctor—you should be in your best health before you become pregnant!
- Stop smoking
- Stop alcohol and illegal drug use
- Determine if your current medications are safe to take during early pregnancy
- Confirm your immunizations are up-to-date
- Discuss safe sex practices to avoid infections
- Determine whether you need to take any vitamins or folic acid

Once you become pregnant:

- Make an appointment with your Ob/Gyn provider as soon as possible. Women who receive early and regular prenatal care have healthier babies!
- You will need to have urine screening tests, blood tests, cervical cancer screenings, and cultures several times during the pregnancy. Your provider is unable to check your baby directly and this is the only way for the provider to determine if you are still healthy enough to carry your baby.
- You may have several sonograms during your pregnancy. Sonograms are used to check the baby's growth, the baby's anatomy (are things looking normal), the amount of fluid around your baby, and the health of your placenta and/or cervix. Sonograms are never indicated just to determine the sex of your baby.

What do to prepare for your baby:

- Avoid secondhand smoke, alcohol, and drugs
- Sign up for childbirth classes



- Pick a pediatrician (baby doctor) and make an appointment to meet them
- Decide if you are going to breastfeed or bottle feed your baby
- Gather baby supplies, including car seat, crib or bassinet, clothes, diapers, feeding supplies
- Ask family and friends for help at home after you deliver
- Don't forget during that first week home, you will need to schedule your baby's first pediatrician appointment and your postpartum appointment! You need to be healthy to care for your baby!

MedStar Family Choice cares about your health and the health of your baby! Please call us using the numbers below with any questions or concerns:

Call **410-933-2200, option 2** to speak with a nurse Monday through Friday, from 8:30 a.m. to 5 p.m.

After business hours, call **855-210-6204** for the 24/7 Nurse Advice Line.

# Denial of Payment Letters

As a Medicaid recipient, you cannot be billed for any covered service. But due to a change in regulation, you will now receive a letter if a claim for a medical service or treatment is denied.

A Denial of Payment letter will be sent if MedStar Family Choice's Claims department reviewed and denied the payment for a service. The letter will include a clear explanation why the claim was denied. Claims could be denied for third-party liability, services from out-of-network providers, costs for optional services, and out-of-state services.

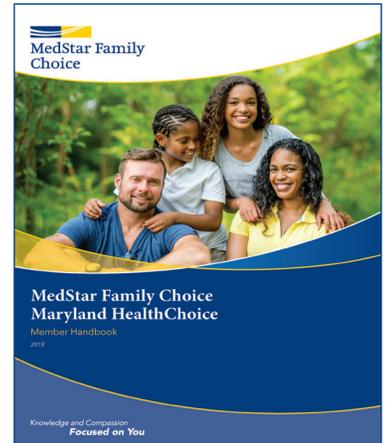
You may want to share a copy of the letter with your doctor to discuss next steps. MedStar Family Choice sends copies of Denial of Payment letters to doctors. If your doctor would like to talk to MedStar Family Choice about this decision, please have them call **800-261-3371**.

The MedStar Family Choice complaint, grievance, and appeal procedure can be found on our website **MedStarFamilyChoice.com** or in your member handbook. If you do not have access to our website, you may call our Member Services department at **888-404-3549** for a copy of the process. The process includes information on:

- How to file a complaint, grievance, or appeal, and the differences between them
- How quickly we will respond to you
- What to do if you do not agree with our decision

To request documents used to make claim decisions or if you have any questions, please call MedStar Family Choice Member Services at **888-404-3549**.

If you have a concern about a decision made by MedStar Family Choice, members always have the right to contact the HealthChoice Enrollee Help Line at **800-284-4510** Monday through Friday, 7:30 a.m. to 5:30 p.m.



## Report Fraud and Abuse

If you are aware of possible fraud and/or abuse activities, please report it immediately by calling the MedStar Family Choice Compliance Director at **410-933-2283** or the MedStar Health Corporate Integrity Hotline at **877-811-3411**.

You do not need to give your name and all reports will be kept confidential. MedStar Family Choice enforces a non-retaliation policy for those individuals reporting possible fraud and abuse.

## Free Nurse Advice Line

Feeling sick or need medical advice? A registered nurse is just a phone call away. The Nurse Advice Line (**855-210-6204**) is open 24 hours a day, seven days a week.

Call and talk to a registered nurse to help you figure out what to do or where to go based on your symptoms.

The nurse can provide you with nearby urgent care locations if need be.

Emergency Care is for when you need care right away for a serious, sudden injury or illness. Therefore, non-emergent care can take longer in an Emergency Room.



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## Need Help Managing Your Health Problems?

We understand that some health problems are hard to manage on your own. MedStar Family Choice has nurses and social workers who can help you take better control of your health conditions. We also have a nurse who can help you if you have a high-risk pregnancy.

You can learn more about our Complex Case Management and other Case Management programs on our website at **MedStarFamilyChoice.com**. If you would like to join one of our programs, you can call **410-933-2200, option 2**.

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## Contact Us Anytime You Need Help

Please contact MedStar Family Choice if you have any questions or concerns about the services we provide. The MedStar Family Choice staff is available Monday through Friday from 8:30 a.m. to 5 p.m.

You can also call our Member Services department at **888-404-3549** toll free, Monday through Friday, from 8:30 a.m. to 5 p.m. Please call during normal business hours to have your needs addressed. You may leave us a non-urgent message after hours. Calls received after normal business hours will be returned the next business day.

### Important Numbers to Know:

Outreach and Care Management phone: **800-905-1722** or **410-933-2200**

Case Management fax: **855-829-2209** or **410-933-2209**

Utilization Management fax: **888-243-1790** or **410-933-2274**

Outreach fax: **888-991-2232** or **410-933-2232**

Member Services phone: **888-404-3549**

Nurse Advice Line phone: **855-210-6204, 24 hours a day/seven days a week**

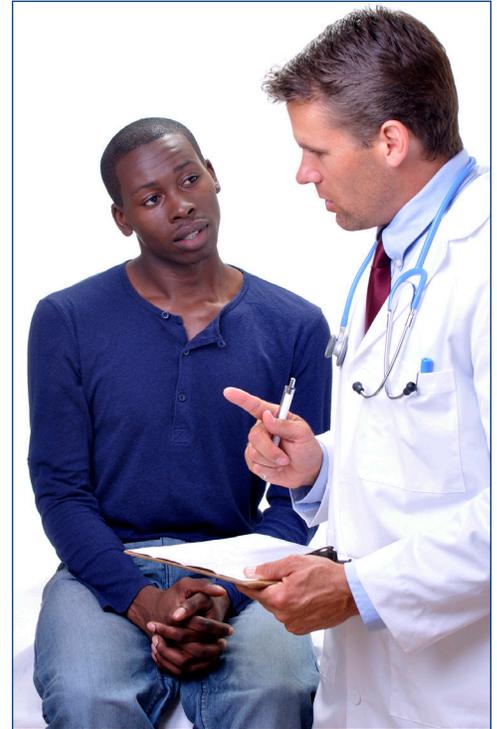
# Protecting the Privacy of Your Health Information

MedStar Family Choice values the importance of keeping your protected health information safe. You have privacy protections and rights under law. MedStar Family Choice also has policies to keep your protected health information secure.

MedStar Family Choice recognizes the importance of patient privacy. Before disclosing your protected health information over the phone, MedStar Family Choice is required to verify your identity and authority. Staff are instructed to ask you for your name, address and date of birth before giving you any protected health information.

MedStar Family Choice is required to maintain the privacy of your written and electronic protected health information. Paper documents are kept in secure locations. Electronic protected health information is password-protected and encrypted on our devices. Employees may only use or disclose protected health information for a purpose permitted by law or applicable requirement. Our employees also receive training on how to protect our members' health information. MedStar Family Choice employs additional methods to secure e-mail communications.

With your enrollment packet, you received a copy of our Notice of Privacy Practices. This important document in part describes how MedStar may use and disclose your medical information, how you can access this information, and how to report a complaint if you feel your privacy has been violated. If you have any questions related to protecting your health information or would like to request a copy of the Notice of Privacy Practices, please contact Member Services at **888-404-3549**.



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## MedStar Family Choice Survey Results

MedStar Family Choice wants you to stay informed on how we are doing. For updated information on survey results such as HEDIS, Satisfaction Surveys, System Performance Reviews, EPSDT audits, and the Consumer Report Card, please visit the MedStar Family Choice Quality webpage:

**[MedStarFamilyChoice.com/Maryland-HealthChoice/For-Maryland-HealthChoice-Members/Quality](https://www.MedStarFamilyChoice.com/Maryland-HealthChoice/For-Maryland-HealthChoice-Members/Quality)**

Paper copies are available upon request by calling **888-404-3549**. As we continue to improve and strive for high scores, your dedication to quality health care is very much appreciated.

*HEDIS is a registered trademark of the National Committee for Quality Assurance (NCQA).*

*CAHPS is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).*

# National Breast Cancer Awareness Month

This October, MedStar Family Choice is proud to participate in National Breast Cancer Awareness Month. Breast cancer is one of the most common kinds of cancer in women after skin cancer. About 1 in 8 women born today in the United States will get breast cancer at some point.

The good news is that most women can survive breast cancer if it's found and treated early.

- **If you are a woman age 50 and over, be sure to get a mammogram every two years. Talk to a doctor about your risk for breast cancer, especially if a close family member had breast or ovarian cancer. Your doctor can help you decide when and how often to get mammograms.**

MedStar Family Choice Member Wellness Days offer free health services including mammograms, diabetic labs, diabetic retinal exams, lead screening, and adult physicals. Gift card incentives for completing certain member screenings will also be available at the event. To find a list of events near you, please visit

**[Bit.ly/MedStarEvents](https://bit.ly/MedStarEvents).**



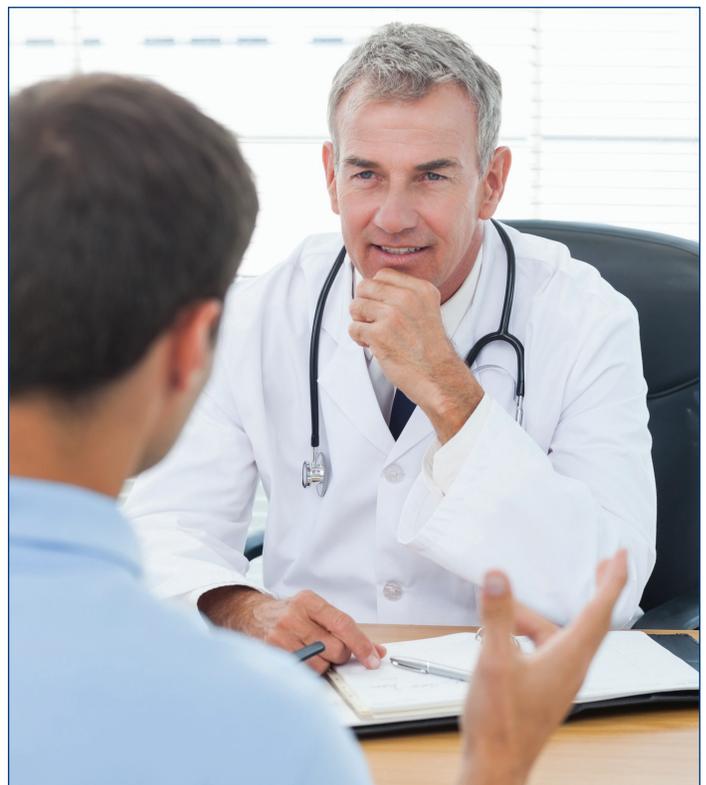
For more information or to RSVP to a Member Wellness Day event, please call our Outreach department at **800-905-1722, option 1**.

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## Your Doctor is Here to Help You With all of Your Healthcare Needs

Your doctor or primary care provider (PCP) can manage much of your healthcare needs. You may not need a specialty referral in many cases. Your PCP has the best relationship with you or your child and knows your health history. Your doctor should be the first person to discuss any health concerns with you prior to giving you a referral to see a specialist.

It is important to follow up on all appointments that you have scheduled with your PCP. If there are any problems noted, your PCP can take care of them right away. If you feel like you want a second opinion, you have the right to get one from another in-network provider or a specialist. Always talk openly and voice your opinion with your PCP, so you can make a decision together regarding the need to see a specialist.



# Why You Should Follow Up With Your Primary Care Provider

Your primary care physician gets to know you over a period of time. They get a sense of the person you are. They can get to know your values, your family situation, your job pressures, and maybe even your goals. These may seem like unimportant pieces in relation to your health care, but they can all have a major impact on your health.

Understanding these things may provide valuable information as they show what is troubling you. Following up with your primary care physician can help ensure you are healing correctly after your ER visit and on your way back to healthy living.



Another option for being treated quickly is urgent care. These centers, such as MedStar PromptCare, are meant to provide individuals with medical assistance for treating conditions that are not life-threatening, but require attention immediately. These minor conditions can include flu, fever, cuts, sprains, insect bites, and mild fractures. These facilities offer extended hours and do not require an appointment.

Here are a few more reasons you should follow up with your primary care physician:

- Your primary care physician will be able to guide you through maintaining and improving your health, and ultimately coordinating your health care.
- Your primary care doctor treats you regularly and should be involved with your health.
- He or she can help educate you about your health. You should follow up with a primary care provider who can step back and look at the “big picture” of your health—especially during times when a diagnosis is needed. This is what primary care physicians are trained to do. Any set of symptoms can have a lot of possible explanations. A primary care physician has to have an open mind, listen carefully, and consider all the possibilities.

Bottom line is ... follow up with your primary care physician after an ER or urgent care visit.

Stay healthy!

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## Your Links to Good Health

You can find valuable information about all of the healthcare benefits offered at MedStar Family Choice on our website. If you are interested in additional information about MedStar Health hospitals, check out the following websites: **MedStarHealth.org**, **ZocDoc.com**, and **MedStarFamilyChoice.com**. If you do not have access to the internet, you may call our Member Services department at **888-404-3549** for a listing of classes.

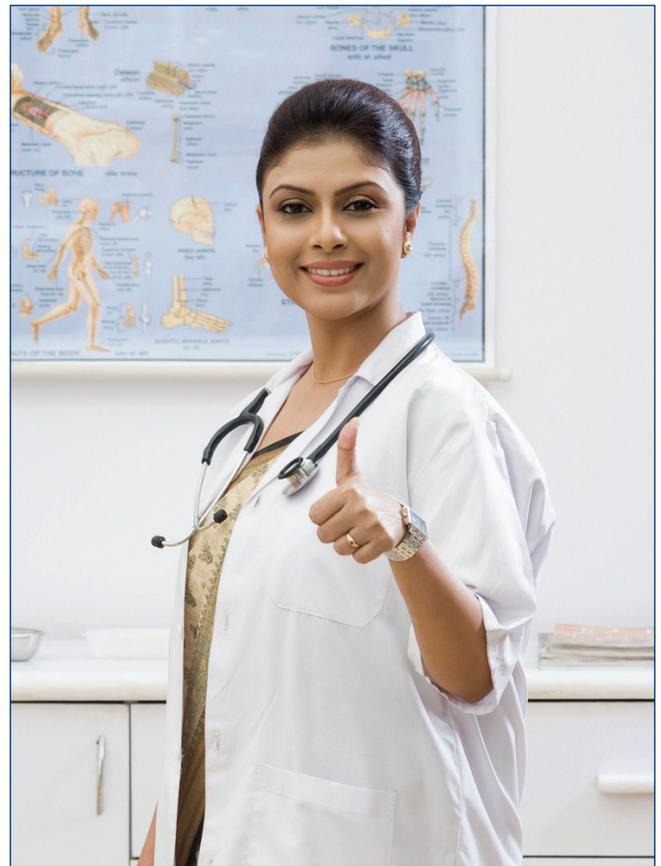
# MedStar Family Choice Annual Quality Review

The Maryland Department of Health (MDH) is required to review the quality of care provided to Maryland Medicaid members who are a part of HealthChoice Managed Care Organizations (MCO).

To ensure that the services provided to members meet established regulations, MDH uses Qlarant, an outside agency to review quality and performance.

This review looks at the following standards:

- Quality improvement
- Accountability to the governing body
- Oversight of delegated entities
- Credentialing and re-credentialing
- Enrollee rights
- Availability and accessibility
- Utilization review
- Governing body
- Continuity of care
- Health education
- Outreach
- Fraud and abuse



For the 2018 audit, MedStar Family Choice met the minimum compliance requirements in all but two categories. MFC received a finding of “partially met” for the Enrollee Rights and Availability and Accessibility standards. As a result, MedStar Family Choice submitted corrective action plans to MDH in those two areas where we fell short.

MedStar Family Choice is committed to focusing on all elements of the annual quality review. We are actively working toward making the changes needed to receive a finding of “100% met” in all standards for the 2019 review.

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## Access to Clinical Practice Guidelines

MedStar Family Choice members: Did you know clinical practice guidelines will be made available to all members upon request?

Look for additional information in upcoming newsletters and on the MedStar Family Choice website at **MedStarFamilyChoice.com**.

# Changing Your Address or Medicaid Information

It is essential that we have your most up-to-date contact information to get important health plan information to you as quickly as possible. MedStar Family Choice members\* can update their contact information at any time by following the steps below:

- Log into your account at **MarylandHealthConnection.gov**.
- Click the "Change My Information" quick link.
- Change, review, and confirm that your information is accurate.
- Report any changes necessary.
- Provide your electronic signature and SUBMIT.
- Select COMPLETE THE ENROLLMENT PROCESS.

For free assistance in changing your Medicaid information, please visit **MarylandHealthConnection.gov/Find-Help/In-Person-Assistance/#tool** or call **855-642-8572 (TTY: 855-642-8573)**.

\*Disabled members need to go through their case manager at their local Department of Social Services to make changes to their contact information. For more information, please visit **MyDHRBenefits.DHR.State.MD.us**.

## Online Check-In Now Available at PromptCare Sites

MedStar PromptCare patients now can have more control of their experience through online check-in, which allows patients to reserve their spot in line. The convenient, easy-to-use service is now offered at all 14 MedStar PromptCare sites in Maryland, Washington, D.C., and Northern Virginia, based on a successful pilot program.

The online check-in program allows patients to view current wait times online and choose an arrival time that works for them, including "next available." They are then able to wait at home, at work, or wherever they are most comfortable. The online check-in system lets consumers see exactly how many people are in line ahead of them, so they can gauge how soon they will be seen. In most cases, patients who check in online have shorter waits than patients who walk in.



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The MedStar Family Choice member newsletter is a publication of MedStar Family Choice.

Submit new items for the next issue to **darin.a.tambascio@medstar.net**.

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MedStar Georgetown University Hospital  
MedStar Good Samaritan Hospital  
MedStar Harbor Hospital  
MedStar Montgomery Medical Center  
MedStar National Rehabilitation Network  
MedStar Southern Maryland Hospital Center  
MedStar St. Mary's Hospital  
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